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April 21, 2009

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TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H.
Director and Health Officer

Jonathan E. Fielding ms

SUBJECT: **REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS 04-856 WITH TRINUS CORPORATION, 04-845 WITH STAFF TECH, INC., AND 04-2213 WITH TOTALIS CONSULTING GROUP, INC.**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend current Information Technology Support Services Master Agreement (ITSSMA) Work Orders as described herein:

1. ITSSMA Work Order 04-856, with Trinus Corporation, to extend the term through June 30, 2010 and increase the total maximum amount by \$70,000, from \$162,800 to \$232,800.
2. ITSSMA Work Order 04-845, with Staff Tech, Inc., to extend the term through June 30, 2010 and increase the total maximum amount by \$124,000, from \$141,360 to \$265,360.
3. ITSSMA Work Order 04-2213, with Totalis Consulting Group, Inc. to extend the term through June 30, 2010 and increase the total maximum amount by \$260,00, from \$125,000 to \$385,000.

The above work orders are for .NET programming. Previously, the Department of Public Health (DPH) had two additional .NET programmer work orders open at a total cost of \$129,146. These work orders have expired and have since been terminated.

In accordance with ITSSMA Guidelines, prior Board notice is required for work orders that will exceed \$300,000. These related work orders exceed that amount in aggregate.

BACKGROUND

The DPH has developed custom software applications to support various programmatic and Administrative functions which include:

- Children's Health Outreach Initiative Information System (CHOI)
- Nursing Practice Management System (NPMS)
- Office of Women's Health Information System (H²RS)

- Assignment Tracking
- Medi-Cal Administrative Activities (MAA)
- Patient Satisfaction Survey (PSS)
- Executive Dashboard

These applications have been in production for between three to five years and require routine application software maintenance. In addition, there are a number of new application development projects which will require routine maintenance once completed.

SCOPE OF WORK

The scope of work for the current and requested work orders includes .NET programming and the following activities in support of the developed applications:

- Perform all roles in IT software development, which may include the role of lead programmer.
- Perform routine and non-routine maintenance functions for DPH's various .NET applications.
- Attend development meetings to obtain a better understanding of customer needs or application enhancement coding changes required.
- Document all development work performed.
- Consult with Public Health Information Systems (PHIS) operations regarding configuration and deployment methodologies.
- Work with PHIS Help Desk, PHIS operations, and DPH Program Offices to resolve user issues dealing with DPH's various .NET applications.
- Work with PHIS technical staff to perform knowledge transfer.
- Making software modifications to improve the project's operational effectiveness.

JUSTIFICATION

DPH does not currently have staff and has been unable to hire additional staff with the requisite technical skills or knowledge to perform the required tasks listed above. Therefore, DPH, must augment its workforce through the use of the previously mentioned consultants. DPH relies on these consultants with highly specialized training to supplement existing County staff to ensure these systems continue to function properly. These consultants have developed an intimate knowledge of DPH's existing legacy applications, which are critical to DPH's daily operations. The continued use of these consultants will eliminate potential learning curve issues that might arise if different consultants were obtained to perform these same services. If DPH was not able to obtain the technical services and skill set provided by these consultants, the lack of ongoing support and enhancements could adversely affect DPH's ability to effectively and efficiently carry out its required goals and objectives.

Additionally, DPH is continuing its efforts to attract qualified permanent staff. Although several information technology examinations have been administered to bring in appropriately skilled individuals to perform these services, the results have not yet proved successful.

FISCAL IMPACT

The consultants' hourly rate for these time and material Work Orders will remain the same through the extended terms of the Work Order. Sufficient funds for this project are available in the DPH budget.

VENDOR	WORK ORDER No.	Work Order Current Maximum Amount	Proposed Increase for FY 08/09 and FY 09/10	Work Order New Maximum Amount
Cal2Cal	N04-0629 (expired)	\$81,648	\$0	N/A
Commercial Programming Systems, Inc.	N04-0679 (expired)	\$47,498	\$0	N/A
Trinus Corporation	04-856	\$162,800	\$70,000	\$232,800
Staff Tech, Inc.	04-845	\$141,360	\$124,000	\$265,360
Totalis Consulting Group, Inc.	04-2213	\$125,000	\$260,000	\$385,000
TOTALS		\$558,306	\$454,000	\$883,160

NOTIFICATION TIMELINE

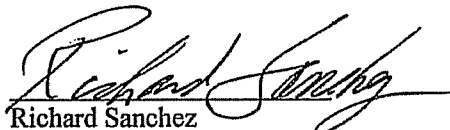
Consistent with ITSSMA policies and procedures, this is to inform your Board of DPH's intent to amend the term of these Work Orders and increase the maximum dollar amount. If no objection is received from your Board by May 6, 2009, DPH will request ISD to proceed with the amendments of these Work Orders.

If you have any questions or require additional information, please let me know.

JG:rb:jrc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Interim Chief Information Officer

4-21-09
Date